

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
July 2, 2003

Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin)
- SCSC E-mails (Harding)
- June Performance Measures (Griffin)
- SC-41 Staff Changes (Griffin)
- eXCITE Status (Griffin)

Action Items

Previous Action Items	Status
-- Christopher O'Gwin, requested some help in person or directions sent to him on how to reduce size of e-mail accounts.	Completed
-- Steve Buswell, requested that a voicemail message to everyone or a voice mail capability for SCSC (3-5313) be available when a LAN issue arises affecting all of SC, so users will not waste their time contacting the helpdesk.	Still under consideration. Close for now.
-- Todd Harding would like SC-1 users separated out and grouped on the exchange user list. This will make it easier for him to assist us with getting these individual's e-mail size reduced.	Completed

New Actions from the June 4 Meeting	Assigned To
Caryle Miller, questioned why FTP sight locks if someone mistypes password; would like to know if this can be changed.	Kevin Campbell
Todd Harding requested that SCSC message subject lines be more specific so readers will be more likely to read them.	Pat Rice
Marvin Stodolsky requested that we look into making access to secondary e-mail accounts easier for those individuals who have them during any dial-up session they may initiate.	Brenda Albaugh (for Brent Baker)
Donna Lang requested that SCSC do a better job of informing users when their tickets have been resolved.	Brenda Albaugh (for Brent Baker)
Donna Lang requested that we send the SC Outlook User List to CIAG members electronically.	Pat Rice

Previous Action Items (P. Rice)

Pat informed the group that O'Gwin's issue had been resolved. She also said that Steve Buswell's request was under consideration, however, at this time it appeared that there was no need for a general voice mail message during times of LAN problems.

SCSC distributed new format of Exchange User list to group (i.e., categorized by SC organization). Todd Harding stated that this was exactly what he wanted.

Support Center Items (T. Griffin)

Ted Griffin informed the group that there were no items to discuss at the present time.

SCSC E-mails (T. Harding)

Todd Harding requested that SCSC message subject lines be more explicit, so readers will be more likely to read them. The CIAG agreed that we would make an effort to distinguish the SCSC e-mails with an additional category-type description (e.g., outage, change to desktop, etc.) in the subject line.

SCSC Performance Measures (T. Griffin)

Ted Griffin went over June's performance measures with CIAG, indicating that we were pretty much on course except for a dip in first-call-closure rate and calls resolved within 4 hours by the helpdesk. The dip was caused by the phased installation of Active Directory which meant that for a period of time calls went directly to other elements of SCSC for resolution (i.e., helpdesk did not have an opportunity to close the actions on first call). Ted said he is expecting these numbers to improve next month. Overall YTD customer satisfaction level is 81%.

SC-41 Staff Changes (T. Griffin)

Ted Griffin informed the committee that Gene Hughes and Jeanne Beall have taken "early outs" effective July 3rd. Ted will now be responsible for Production, Program Management and in the interim, Procurement. Pat Rice will be responsible for Strategic Planning and Analysis and Communications. Kathi Centeno will now be responsible for Development, Engineering and Application Integration Management (AIM).

eXCITE Status (T. Griffin)

Ted Griffin informed the committee that Jeff Salmon had met with Karen Evens and that she indicated she would be willing to grant SC a waiver from eXCITE. Salmon, Walt Polansky, Karen Evans, and Todd Harding will meet to agree on the details of the waiver.

Name		Organization	Contact Information
Oyler - Chair	Dean	SC-22	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Harding	Todd	SC-1	6-2086
Albaugh	Brenda	SC-41	3-6578
Campbell	Kevin	SC-41	3-1215
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Heneghan	John	SC-41	3-6409
Koegel	David	SC-7	6-8831
Lang	Donna	SC-22	3-4360
Miller	Caryle	SC-82	3-8434
Lynott	Michael	SC-41	3-7643
Stodolsky	Marvin	SC-72	3-4475

Talamini	Karen	SC-14	3-4563
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